

**Report to** Norwich Highways Agency Committee  
18 July 2013

**Item**  
**6**

**Report of** Head of city development services

**Subject** Permit Parking Review

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## **Purpose**

To confirm the changes to the current on-street permit parking scheme, following consultation on the proposals approved by this committee in September and November 2012.

## **Recommendations**

The committee is recommended to:

- (1) Ask the head of city development services to complete the statutory processes to implement the changes to the Traffic Regulation Orders that have been advertised
- (2) Agree that from November 2013, only those on limited incomes as determined by the receipt of appropriate 'gateway' benefits' will receive free parking permits, and that only Visitor permits will be issued free of charge.
- (3) Agree the implementation of the revised permit parking scheme
  - replacing the existing non-residential permits with four new permit types
    1. a zone specific short stay business permit (maximum stay 2 hours)
    2. a multi zone short stay business permit (maximum stay 2 hours)
    3. a zone specific, vehicle specific long stay business permit
    4. a zone specific property renovation permit (outer zones only)
  - limiting households to no more than two residents permits after April 2015
  - introducing a £10 price differential to make second residents permit in a household more expensive than the first;
  - charging disabled (blue badge) holders at the 'short' rate, irrespective of the length their vehicle
  - Introducing a no refund policy
- (4) Agree the terms and conditions for all permit types as detailed in Appendix 3 to be implemented as the new permit types are rolled out

- (5) Note that a report on proposed changes to the Visitor permit scheme will come before the committee at a future meeting

### **Financial Consequences**

The financial consequences of this report result in administrative changes within the Customer Contact Team that will be absorbed within day to day operations, and recharged to the permit parking scheme.

### **Strategic Priority and Outcome/Service Priorities**

The report helps to meet the strategic priority “Strong and prosperous city – working to improve quality of life for residents, visitors and those who work in the city now and in the future” and the service plan priority to implement the Local Transport Plan and Norwich Area Transportation Strategy.

**Ward/s:** All wards

**Cabinet member:**

City Cllr Stonard – Environment, development and transport

### **Contact Officers**

Bruce Bentley – Principal transport planner

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### **Background documents**

Correspondence

## Report

### Introduction

1. At the meeting in November 2011, the committee considered the issues raised by residents of Ashby Street, and other residents within the permit parking areas and resolved to ask officers to undertake a review of the permit parking scheme. Subsequently, in September 2012, the committee considered a report about business permits and resolved to replace the existing non-residential permits with four new permit types
  - a zone specific short stay business permit (maximum stay 2 hours);
  - a multi zone short stay business permit (maximum stay 2 hours);
  - a zone specific, vehicle specific long stay business permit;
  - a zone specific property renovation permit;
2. Businesses located within the outer area controlled parking zones would be able to purchase a maximum of two long stay zone specific, vehicle specific permits and one short stay zone specific business permit, with additional short stay permits, either zone specific or multi zone, justified on the basis of operational need. It was agreed that any business or caring organisation that operates within a controlled parking zone could purchase short stay business permits either zone specific or multi zone justified on the basis of operational need.
3. It was also agreed that that a no refund policy should be introduced for permits, but an allowance for any unexpired monthly fee will be made against a new permit in the case of a vehicle change. Charges for the various permit types were also agreed, but you raised concerns about the implications for Carers as a result of the changes
4. In November 2012 the committee considered a report on proposed changes to the residential permit parking scheme that would
  - cease to issue any household with more than two residents permits after April 2014 (note that this implementation date is now recommended as April 2015);
  - introduce a price differential to make second residential permits in a household more expensive than the first;
  - withdraw free permits for residents own vehicles (making an allowance for disabled (blue badge) holders by charging them the 'short' rate, irrespective of their vehicle)
  - withdraw the free alternative fuel permit
  - revise the entitlement to free permits; free visitor permits only offered on the grounds of low income, as demonstrated by the award of appropriate 'gateway' benefits.
5. Following concerns expressed at early meetings it was agreed that charitable organisations would be eligible for two of the new 'short stay' business permits at a reduced rate of £31 each. New fees for residential permits were also agreed.

## **Discussion**

6. Many of these changes require a change to the Traffic Regulation Orders that govern how the permit parking schemes are enforced and operated, and these changes are subject to statutory consultation procedures. This included the replacement of the business permit scheme, and the proposals to limit the number of 'own vehicle' residential permits to a maximum of two (City Centre residents are already restricted to just one permit). Some of the changes (including the withdrawal of free permits) could have been implemented without further consultation, as they are effectively price changes; however it was agreed that none of the substantive changes other than the price increases would be implemented until further consultation had taken place.

## **Price Increase**

7. At the beginning of June, without making any changes to permit entitlement, or the availability of free permits, existing permit prices were increased. The 'no refund' policy has also been adopted on all permits issued since then, with permit holders being advised of this to ensure that they purchase an appropriate permit for their needs.

## **Consultation**

8. Permit parking schemes affect not only residents and businesses within the Controlled Parking Zones, but some of those outside as well, and because of the very large number of people that could be affected by the changes, it was decided that the most appropriate way to consult on the proposals was to advertise the proposed changes to the Traffic Regulation Order (the statutory advertisement was placed in the press on the 15<sup>th</sup> March 2013, expiring on the 5<sup>th</sup> April) and to place an article in Citizen magazine which was published on the 4<sup>th</sup> March and distributed to 63,000 households (requesting comments by the same date), supported by additional information on our website (which was available a few days later). In addition to this, the local press ran several articles about the consultation during the period. In reality, comments were accepted well beyond this date. The last representation was received on the 13<sup>th</sup> May.

## **Responses**

9. Sixty responses were received following this consultation. In view of the range of the proposals, some of these were objections to individual elements, some were supporting, some were suggestions, and some were elements of all three. The issues raised and the number of times that these were raised is précised in Appendix 1, together with an officer comment. Also received were the results of a survey undertaken by the Town Close Labour Team. This has been reproduced in Appendix 2 in its entirety, but the comments made have not been included in the Appendix 1 table.

## **Results of Consultation**

10. Overall, the level of support for the proposed changes exceeded the level of objection to them. Of those who commented, twice as many supported the proposal

to restrict the number of permits for residents own cars in the outer area to two, than opposed it, and the result was similar in the survey in Town Close. The picture for the proposal to charge more for the second permit is more balanced. Of those who wrote in, a small majority agreed with this, whilst in the Town close survey 65% did not agree. However, it is the officers view that with so much of the permit parking areas covering terraced street, where there is often not sufficient space to park even one car outside the average house, it is not unreasonable to charge more for this second permit as those households cannot normally park both vehicles outside their own homes, and are using a substantially greater share of this limited provision. There is little support for our current practice of giving free permits for 'green' vehicles. Five people wrote in supporting our proposals to scrap it, with no-one suggesting it should be retained. Over half the Town Close residents did not support the idea of retaining free permits for 'green' vehicles.

11. Eleven representations objected to the proposal to stop giving free permits to the over 60s with 3 representations supporting the idea and one saying that we should not give free permits to anyone. 60 is no longer the retirement age many people under 60 are substantially less well off then many over 60s. It is believed that the proposal to give free visitor permits to those on low incomes only (of whatever age) is more equitable than the current system.
12. The other major issues raised were outside the scope of the consultation. These included concerns over the level of enforcement and the abuse of visitor permits and calls for amendments, adjustments to the extent and operation of the existing permit parking areas.
13. Abuse of the Visitor permit is an issue, and is something that is yet to be addressed through this permit review. As with any non-vehicle specific permit, it is difficult and time consuming for the Civil Enforcement Officers to prove abuse. Officers are investigating a number of potential ways of improving the visitor scheme to less potential abuse and make it more flexible. A report detailing the proposed changes will be brought to a future meeting.

## **Implementation**

14. Agreed price changes have already been implemented on the existing issuing criteria, and it is intended to remove the automatic entitlement to free permits for the over 60's in the Autumn,. From then onwards free visitor permits will be available for those on qualifying means tested benefits.
15. Implementation of the new business permit types will take longer than this due to the changes needed to the computer system, and we expect to implement these in spring 2014. The restriction on the number of residential permits issued cannot reasonably be brought in until all existing permit holder have been notified that by their next renewal, this restriction will be in place. It is intended to begin notifying this autumn, with a final implementation date of April 2015 at which time, the increased fee for the second permit would also be introduced.
16. Previously the permit types and day to day operation of the permit system have been detailed within the traffic regulation order that backs the Controlled Parking Zone. The advertised changes to the TRO mean that now both permit types and the terms and conditions for permits are determined through council policy. This

gives more flexibility in amending the permit scheme to respond to customer needs. For this reason Committee is required to agree the terms and conditions for permits that are detailed in appendix 3.

## References

Reports to Norwich Highways Agency committee November 2011 and September and November 2012

<http://www.norwich.gov.uk/CommitteeMeetings/Norwich%20highways%20agency/default.aspx?InstanceID=60>

[http://www.norwich.gov.uk/CommitteeMeetings/Norwich%20highways%20agency/default.aspx?InstanceID=65&Paged=Next&p\\_StartTimeUTC=20101125T100000Z&View=%7b3F5F8060%2d2896%2d4971%2dB5F9%2d328969F477B5%7d](http://www.norwich.gov.uk/CommitteeMeetings/Norwich%20highways%20agency/default.aspx?InstanceID=65&Paged=Next&p_StartTimeUTC=20101125T100000Z&View=%7b3F5F8060%2d2896%2d4971%2dB5F9%2d328969F477B5%7d)

[http://www.norwich.gov.uk/CommitteeMeetings/Norwich%20highways%20agency/default.aspx?InstanceID=66&Paged=Next&p\\_StartTimeUTC=20120927T090001Z&View=%7b3F5F8060%2d2896%2d4971%2dB5F9%2d328969F477B5%7d](http://www.norwich.gov.uk/CommitteeMeetings/Norwich%20highways%20agency/default.aspx?InstanceID=66&Paged=Next&p_StartTimeUTC=20120927T090001Z&View=%7b3F5F8060%2d2896%2d4971%2dB5F9%2d328969F477B5%7d)

### **Appendix1 – Responses to Consultation**

A total of 60 responses to the consultation were received. Issues are arranged with those most frequently raised at the top of the table.

<b>Representation</b>	<b>Number of times mentioned</b>	<b>Officer response</b>
Restricting permits to two is a good idea	14	The level of support for this proposal is welcomed. Permit parking spaces are in limited supply, and there does need to be some recognition that individual households cannot keep significant numbers of cars on the road
Free permits for the over 60s should be retained	11	There is no justification for giving free permits on the basis of age, and particularly age 60. Many elderly people have incomes in excess of younger people. Older people with limited incomes will still receive free visitor permits
Existing levels of enforcement are not adequate	9	The revisions to the permit scheme are intended to make it easier to enforce properly. The current scheme is easy to abuse, but difficult for the CEOs to determine when abuse is taking place. This should enable more regular patrolling
Real issue is abuse of visitor permits	8	Many of these objections suggested that the visitor scheme needed review. We are proposing a further report on this later in the year
Changes to the business permits will not resolve issue on Ashby Street	7	The business permit scheme has been reviewed to reduce potential abuse. There is no justification for further restricting business access to permits in the outer area of the city
Agree that second permits should pay more	7	Support noted. This is proposed because in most streets within the CPZ, even one car will take up an entire household frontage, so it does not seem unreasonable to ask those households that use more than their share of road space to pay proportionately more for the privilege.
Restricting the number of permits to two is unfair	7	Permit parking spaces are limited and fully or oversubscribed in most of the Controlled Parking Zones. Access to permits cannot be at such a level that it undermines the value of the scheme to everyone.

Object to increase fee for second permit. It penalises multi-car households. It's just a way of the Council making more money	5	This is proposed because in most streets within the CPZ, even one car will take up an entire household frontage, so it does not seem unreasonable to ask those household that use more than their share of road space to pay proportionately more for the privilege. Permit charges aim to cover the cost of the scheme, not to raise revenue.
'Green' vehicles shouldn't get a reduced cost permit	5	Support noted. Vehicles take up just as much room as any other, and limited levels of parking is the major issue
Over 60s shouldn't get free permits	3	Noted
Object to changes to Q permits and price of business permits. Will impact on provision of health services	3	This decision has already been made by the Committee. The current system is systematically abused by users with many organisations purchasing multiple permits, despite undertaking only limited home visits
Waiting restrictions need review	3	This is outside the scope of the consultation, but is noted
Price increases are unjustified	2	The aim of the price changes is to make the scheme self-financing, as it has not been breaking even for some time. Even with the changes, permit prices in Norwich will remain amongst the lowest nationally.
Removal of free permits is just to make the Council money	2	The aim of the price changes is to make the permit scheme self-financing; currently other on street parking operations subsidise the permit scheme
2 hour permit is not long enough for some care visits	2	The current Q permits are routinely abused. Most home visits are for less than two hours. Residents have access to the Visitor parking scheme that can be used if a longer visit is required
Blue Badge Holders should get free permit	2	An equality assessment has been undertaken. Blue Badge Holders will get a permit at the 'small car' rate irrespective of the size of the car they own to ensure that they are not discriminated against due to their needs
CPZs need to be extended/amended	6	These requests are outside the scope of this consultation, but are noted



Dwellings converted into a larger number of units will place additional pressure on limited parking provision	1	Any household that existed prior to July 2004 is already entitled to an unlimited number of permits. Since then, new build and conversions have been excluded from the permit scheme, unless specific on-street provision has been made for them
Businesses will have the ability to buy a number of permits, so a house in a residential street used for a business could have a greater number of permits than the space may allow for.	1	Business permits for all day parking are only available for registered business premises
Permits are too cheap. Most other Councils charge much more	1	Permit prices in Norwich are amongst the lowest nationally. They are set with the aim of covering the costs of the permit parking scheme, rather than as a revenue generator
Businesses need access to more permits as staff can't park	1	Business permits are intended to provide for operational need only, and are not there to provide cheap parking for staff
Changes will put additional pressure on private off-street parking areas	1	It is the responsibility of owners of off-street parking areas to manage their own property
Size of vehicle that can use multi-type permits should be restricted	2	Permits are restricted. They cannot be used on vehicles exceeding 6m in length
Residents who use their vehicles for business should be charged for a business permit	1	Any resident who owns a vehicle eligible for a permit can have a resident's permit
Low income families are able to use their visitor permit for their own car which is unfair	1	This is a misapprehension, any permit holder caught using their visitor permit regularly on their own vehicle will have the permit withdrawn. The future changes to the visitor permit scheme will make this even more difficult.
No-one should get a free permit	1	Noted

New business permits will mean that people won't be able to drive and park for work	1	The use of the existing business permit for commuter parking is not permitted
Objects to the principle of permit parking. No-one wants it	1	Permit Parking has only ever been introduced onto streets where a majority have requested it
Q permits are routinely abused	1	Noted
Not enough parking is available	1	The purpose of the review is to share a limited facility fairly. There is no practical way of increasing levels of on-street parking
Permit should be free for the first car	1	The permit scheme is designed to be self financing. Providing each household with one free permit would make the scheme unaffordable
Long-stay business permit should be restricted to one per business	1	Businesses are currently eligible for three unrestricted permits. It has already been agreed that this will be reduced to two
Business permit use should be prevented in terraced streets	1	There is no alternative provision in the outer area.
Vehicles shouldn't be charged by length as most bays are marked out	1	There are virtually no marked bays in on-street permit areas. When the 'vehicle length' scheme was introduced it was calculated that if everyone bought a 'small' car this would effectively create up to 500 spaces in the permit parking area

## **Appendix 2. Survey Received from Town Close Labour Team**

### **TOWN CLOSE SURVEY ON CHANGES TO PARKING PERMITS – RESULTS**

The Labour Team in Town Close asked residents in Town Close for their views on proposed changes to the parking permit regime.

88 responses were received from residents in all Controlled Parking Zones in the ward.

We asked residents three main questions related to the proposed changes. Here are the questions and the responses we received.

#### **1. DO YOU AGREE WITH LIMITING EACH HOUSEHOLD TO A MAXIMUM OF TWO RESIDENTS' PERMITS?**

Yes 73% (64 individuals), No 26% (23), Don't Know 1

#### **2. DO YOU AGREE WITH MAKING THE SECOND RESIDENTS' PARKING PERMIT MORE EXPENSIVE THAN THE FIRST?**

Yes 34.5% (32), No 65% (56), Don't Know 2

#### **3. DO YOU AGREE WITH MAKING PARKING PERMITS CHEAPER FOR OWNERS OF LOW CO2 EMISSION VEHICLES?**

Yes 29% (24), No 52% (47), Don't Know 19% (17)

We asked residents to tell us if they had any other parking-related concerns or suggestions.

#### **PLEASE TELL US ABOUT ANY OTHER CONCERNS OR SUGGESTIONS YOU HAVE ABOUT PARKING**

We have grouped together residents' responses under a number of headings.

##### **MISUSE OF PARKING PERMITS**

This was far and away the biggest area of concern.

Concern that commuters are using visitor permits to park in the daytime and that residents entitled to household permit are using visitor permits instead (6)

Suspected misuse of disabled parking permits, and multi-permits.

Suspicion that cancelled permits are still in use along with the replacements issued for 'lost' permits

##### **OBJECTIONS TO CHANGING THE CURRENT REGIME AT ALL**

"We need more parking spaces not more permits."

The problem in our street is that there are too many vehicles with business permits using the street - when those vehicles could and should be conveniently parked in nearby car parks"

##### **OBJECTIONS TO MAKING PARKING MORE EXPENSIVE**

"Not fair to raise permit charges if people can't get space"

"Shift workers need two cars"

"If public transport was better then it'd be ok to charge more for the second permit.(2)"

##### **PROBLEMS WITH ENFORCEMENT OF PARKING REGULATIONS**

Too few wardens generally (3).

Too few wardens after the end of the working day.

Enforcement officers don't stop long enough to check cancelled permits.

Residents shouldn't be penalised for using two hour bays if there is no space to park

in their allocated bays.

Cars without permits at all are parking in CPZ areas.

Enforcement officers either respond too slowly or not at all to reports from the public of regulations being violated,

## CONSEQUENCES OF THE CHANGES TO PARKING PERMITS THAT NEED TO BE CONSIDERED

"Making it harder to get permits will just push situation somewhere else."

"Will limiting parking and making it more expensive result in people using their front gardens as an alternative solution?"

"If households are limited to two permits then visitor permits would need to be policed more thoroughly to make sure visitor permits are not being misused."

## SUGGESTIONS TO IMPROVE THE PARKING REGIME AND ENFORCEMENT OF PARKING REGULATIONS

1. A mobile phone number for each CPZ that residents can text when they see a parking violation so that enforcement officers can catch offenders 'in the act' of breaking regulations.

N.B. Norfolk Constabulary already operate a similar system -

<http://www.norfolk.police.uk/safetyadvice/reportacrime.aspx>

If it's not possible to establish a text based system, a monitored Twitter account may be an alternative - this is the kind of thing First buses do -

<https://twitter.com/FirstNorwich>

2. With every permit issued and/or renewed there should be an advice leaflet on 'unselfish' parking - e.g. encouraging drivers to park as close as possible to other vehicles even if there is considerable space available

3. To maximise use of parking spaces, could there be white lines to indicate parking spaces?

4. Permits should indicate which house number the permit belongs to. This would help enforcement officers identify abuse of visitor permits - it would be easy for officers to knock on a door to check and often abusers of visitor permits do not park near the house to which it 'belongs'.

5. Like some permits for disabled parking, there should be user settable 'clock' as part of the visitor permit indicating when the vehicle was first parked.

6. "Commercial vehicle parking (long term) should not be allowed and permits should be more expensive"

7. All Controlled Parking Zones should be 24/7 - especially in areas affected by football parking

8. It should be possible to get more than one visitor permit for regular family visitors.

## Residents Parking Permit

Who can get this?	Any resident of an eligible property (Household), who owns or keeps a car. <b>Please be aware that many properties are not eligible for permits.</b> These include <b><i>most properties first registered for council tax since 2000 within the City Centre</i></b> (and <b><i>all those in the central 'Castle' area</i></b> ), and <b><i>all properties within any permit parking area first registered for council tax since July 2004</i></b> , unless they have been built with their own permit scheme. If the permit scheme for an area was introduced after July 2004, only properties that were registered for council tax on the date of implementation of the scheme are entitled to permits. Conversions and subdivisions of older properties are considered to be 'recently constructed'.
Is the permit specific to a particular vehicle?	Yes
What proof is required to enable the issue of a permit	<p><b>1. Residency – Resident must provide proof of residency</b></p> <ul style="list-style-type: none"> <li>• Bank statement. (dated within three months)</li> <li>• Household bill. (dated within three months)</li> <li>• Current Mortgage agreement.</li> <li>• Current Tenancy agreement.</li> <li>• Current Norwich City Council rent card.</li> </ul> <p><b>2. Proof of vehicle ownership (must show address of property for which permit is requested)</b></p> <ul style="list-style-type: none"> <li>• Valid insurance schedule.</li> <li>• Valid insurance cover note.</li> <li>• Vehicle registration certificate (V5C, available from the DVLA).</li> <li>• Official bill of sale.</li> </ul> <p>The Council will accept scanned or photographed copies of original document that can be submitted electronically, as well as hard copies of the original documents. The Council might be able to determine vehicle registration and household occupancy if you are not able to provide documentation. There will be an additional fee for this service, regardless of whether it is possible to confirm the details or not</p>

What the nature of the permit is and how many can I have	The current Resident's permit is a paper permit which details the vehicle registration number on which the permit is valid, and the Zone in which it can be used. Eligible households in the City Centre can have one permit; those in the outer areas can generally have two, although some properties are restricted to one only. The Fellowes Plain development is a 'Visitor only' permit parking scheme
What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length
How each permit can be used	<ul style="list-style-type: none"> <li>• The permit must be displayed at all times whilst the vehicle is parked in a permit bay on the near side of the windscreen, by the tax disc,, so that it can be read from the outside of the vehicle. The permit must be permanently fixed to the vehicle.</li> <li>• A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere.</li> <li>• Permits are only valid for use before the expiry date shown on the permit.</li> <li>• The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the first one to three letters before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</li> </ul> <p>The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no satisfactory response is received, and permits may be withdrawn.</p>
Refunds and exchanges	<p>Refunds will not be made on any unexpired portion of a parking permit, so residents are advised to select the length of permit suited to their requirements. In the event that there is a change of vehicle or address an allowance will be made for the unexpired period of the current permit against the issue of the replacement permit, subject to an administration charge of £10</p> <p>Lost or damaged permits can only be replaced where the permit serial number is known. Replacement permits are subject to an administration charge of £10..</p>

## Residents Visitor Parking Permit Scheme

Who can get this?	Any resident of an eligible property, who owns or keeps a car. <b>Please be aware that many properties are not eligible for permits.</b> These include <i><b>most properties first registered for council tax since 2000 within the City Centre</b></i> (and <i><b>all those in the central 'Castle' area</b></i> ), and <i><b>all properties within any permit parking area first registered for council tax since July 2004</b></i> , unless they have been built with their own permit scheme. If the permit scheme for an area was introduced after July 2004, only properties that were registered for council tax on the date of implementation of the scheme are entitled to permits. Conversions and subdivisions of older properties are considered to be 'recently constructed'.
Is the permit specific to a particular vehicle?	No
What proof is required to enable the issue of permits	<p><b>1. Residency – Resident must provide proof of residency (dated within three months)</b></p> <ul style="list-style-type: none"> <li>• Bank statement. (dated within three months)</li> <li>• Household bill. (dated within three months)</li> <li>• Current Mortgage agreement.</li> <li>• Current Tenancy agreement.</li> <li>• Current Norwich City Council rent card.</li> </ul> <p>The Council will accept scanned or photographed copies of original document that can be submitted electronically, as well as hard copies of the original documents. The Council might be able to determine household occupancy if you are not able to provide documentation. There might be an additional fee for this service, regardless of whether it is possible to confirm the details or not</p>
What the nature of the permit is and how many can I have	The Resident's Visitor permit Scheme permit is a paper permit which details the Zone in which it can be used. Eligible households can have one permit only. Visitor permits are zone specific.

What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length
How each permit can be used	<ul style="list-style-type: none"> <li>• The permit must be displayed at all times whilst the vehicle is parked in a permit bay on the near side of the dashboard, so that it can be read from the outside of the vehicle. The visitor permit must not be permanently attached to any vehicle.</li> <li>• A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere.</li> <li>• Permits are only valid for use before the expiry date shown on the permit.</li> <li>• Visitor permits can only be used on the vehicles of visitors to the household that the permit has been issued for,. The visitor must either be in the property or in the company of a member of the household, other than at that person's place of work or education.</li> <li>• The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the first one to three letters before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</li> <li>• A visitor permit must not be used for more than 14 consecutive days by one visitor without the prior agreement of the Council</li> </ul> <p>The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no satisfactory response is received.</p>
Refunds and exchanges	<p>Permits are non refundable, so residents are advised to only purchase sufficient to meet their reasonably immediate needs.</p> <p>Lost or damaged permits can only be replaced where the permit serial number is known. Replacement permits are subject to an administration charge of £10.</p>



## Business Operational User Parking Permit

Who can get this?	A business occupying premises within a permit parking area outside the City Centre (i.e. Zones A-Z and WE, BB and ER)
Is the permit specific to a particular vehicle?	Yes
What proof is required to enable the issue of a permit	<p>Occupancy - the Business must provide written proof that it occupies a property that is registered for business rates within a relevant permit parking area</p> <p>The Business must confirm that the registered vehicle is required for operational purposes of the business (and provide an explanation of the reason that the vehicle is required for this purpose), and provide the registration number. Proof that the vehicle is appropriately insured for business purposes will also be required.</p>
What the nature of the permit is and how many can I have	The current Business Operational User permit is a paper permit which details the vehicle registration number on which the permit is valid, and the Zone in which it can be used. Each eligible business can have a maximum of two permits of this type
What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length
How each permit can be used	<ul style="list-style-type: none"> <li>• The permit must be displayed at all times whilst the vehicle is parked in a permit bay on the near side of the windscreen, so that it can be read from the outside of the vehicle. The permit must be permanently fixed to the vehicle</li> <li>• A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. .</li> <li>• Permits are only valid for use on the dates shown on the permit.</li> <li>• The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the first one to three letters before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</li> </ul> <p>The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify</p>

	the situation. Action will be taken by the council if no satisfactory response is received.
Refunds and exchanges	<p>Refunds will not be made on any unexpired portion of a parking permit, so businesses are advised to select the length of permit suited to their requirements. In the event that there is a change of vehicle or address an allowance will be made for the unexpired period of the current permit against the issue of the replacement permit, subject to an administration charge of £10</p> <p>Lost or damaged permits can only be replaced where the permit serial number is known. Replacement permits are subject to an administration charge of £10.</p>

## Business Zone Specific Short Stay Parking Permit

Who can get this?	<p>A business occupying premises within a permit parking area outside the City Centre (i.e. Zones A-Z and WE, BB and ER)</p> <p>or</p> <p>A business or trader, A Local Authority or any organisation or individual (whether charitable or not) that can demonstrate the need to visit customers or clients on a regular basis within a single specified Permit Parking Zone</p>
Is the permit specific to a particular vehicle?	No
What proof is required to enable the issue of a permit	<p>Occupancy – For businesses located within the permit parking area that the permit has been issued for the Business must provide written proof that it occupies a property that is registered for business rates within a relevant permit parking area</p> <p>For businesses located outside the permit parking area that the permit is issued in respect of the business must demonstrate the need to park to visit customers or clients on a regular basis within that specified Permit Parking Zone and a justification as to why alternative options (such as the use of the clients own permit, the dispensation scheme, or the use of existing on-street short stay provision) is not appropriate</p>
What the nature of the permit is and how many can I have	<p>The current Business Visitor Parking Permit is a paper permit which details the Zone in which it is valid and must be displayed with a clock showing the time of arrival and is valid for two hours parking. Any vehicle on which the permit is displayed cannot return to the permit parking area, and park for two hours after its use (although the permit can be used by another vehicle in the interim period). Each eligible business can have one permit of this type.</p> <p>Additional permits may be available to purchase if the business can demonstrate an operational need for more permits</p>
What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length

How each permit can be used	<ul style="list-style-type: none"> <li>• The permit must be displayed at all times whilst the vehicle is parked in a permit bay on the near side of the dashboard, so that it can be read from the outside of the vehicle. The permit must not be permanently fixed to the vehicle</li> <li>• A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. .</li> <li>• Permits are only valid for use on the dates shown on the permit.</li> <li>• The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the first one to three letters before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</li> </ul> <p>The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no satisfactory response is received.</p>
Refunds and exchanges	<p>Refunds will not be made on any unexpired portion of a parking permit, so businesses are advised to select the length of permit suited to their requirements.</p> <p>Lost or damaged permits can only be replaced where the permit serial number is known. Replacement permits are subject to an administration charge of £10.</p>

## Multi-zone Trader Parking Permit

Who can get this?	A business or trader, A Local Authority or any organisation or individual (whether charitable or not) that can demonstrate the need to visit customers or clients on a regular basis within the Permit Parking areas
Is the permit specific to a particular vehicle?	No
What proof is required to enable the issue of a permit	Confirmation of the requirement to regularly visit either properties or residents located in the Controlled Parking Zones, and a justification as to why alternative options (such as the use of the clients own permit, the dispensation scheme, or the use of existing on-street short stay provision) is not appropriate
What the nature of the permit is and how many can I have	The Trader Parking Permit is a paper permit which details the Zones in which it is valid and must be displayed with a clock showing the time of arrival and is valid for two hours parking. Any vehicle on which the permit is displayed cannot return to the permit parking area for four hours after its use (although the permit can be used in another street or zone or by another vehicle in the interim period). Organisations and businesses must demonstrate the need for the number of permits that they apply for
What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length

How each permit can be used	<ul style="list-style-type: none"> <li>• The permit must be displayed at all times whilst the vehicle is parked in a permit bay on the near side of the windscreen, so that it can be read from the outside of the vehicle, with the time clock set to the time of arrival. The permit must not be permanently attached to the vehicle.</li> <li>• A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. .</li> <li>• Permits are only valid for use on the dates shown on the permit.</li> <li>• The permit is only valid in on-street permit parking spaces. Signs near each permit parking bay will identify that the space is a permit parking space.</li> </ul> <p>The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no satisfactory response is received.</p>
Refunds and exchanges	<p>Refunds will not be made on any unexpired portion of a parking permit.</p> <p>Lost or damaged permits can only be replaced where the permit serial number is known. Replacement permits are subject to an administration charge of £10.</p>

## Property Renovation Parking Permit

Who can get this?	The owner of a residential property (other than one in the City Centre permit parking areas) that is not occupied because it is undergoing significant renovation
Is the permit specific to a particular vehicle?	Yes
What proof is required to enable the issue of a permit	The applicant must demonstrate that they own the property and that it is undergoing restoration
What the nature of the permit is and how many can I have	The current Property renovation Parking Permit is a paper permit which details the Zone in which it is valid. A single six month permit will be issued in appropriate circumstances, which will not be renewed
What type of vehicle they can be used on	Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or which exceed six metres in length
How each permit can be used	<ul style="list-style-type: none"> <li>• The permit must be displayed at all times whilst the vehicle is parked in a permit bay on the near side of the dashboard so that it can be read from the outside of the vehicle.</li> <li>• A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere. .</li> <li>• Permits are only valid for use on the dates shown on the permit.</li> <li>• The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the first one to three letters before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.</li> </ul> <p>The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no satisfactory response is received.</p>

Refunds and exchanges	<p>Refunds will not be made on any unexpired portion of a parking permit,</p> <p>Lost or damaged permits can only be replaced where the permit serial number is known. Replacement permits are subject to an administration charge of £10.</p>
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## Dispensation Vouchers (also known as parking waivers, vouchers or scratch cards)

Who can get this?	Businesses or organisations that need regular access to their vehicle to park in areas where waiting restrictions are in place.
Is the permit specific to a particular vehicle?	No, but the Voucher must be completed to include details of the vehicle on which it is placed
What proof is required to enable the issue of a permit	Vouchers are only valid when placed on a vehicle that is required to be in the vicinity of premises
What the nature of the permit is and how many can I have	Up to 20 single dispensations or four books of dispensations may be purchased per company in any seven-day period although in some exceptional circumstances it may be possible to provide more.
What type of vehicle they can be used on	<ul style="list-style-type: none"><li>• Parking dispensations may only be used by:</li><li>• commercial vehicles and lorries <u>with or without livery</u></li><li>• private cars, estate cars, estate vans and vans (with windows and seats beyond the driver) must be liveried (i.e. will require permanent vinyl markings to the bodywork or glazing or removable magnetic signs on the body or removable sign attached the roof) that must be in place when the dispensation is in use</li><li>• By no more than three vehicles at any one location at any time (Including sub-contractors)</li></ul>
How each permit can be used	<ul style="list-style-type: none"><li>• The voucher must be completed and displayed on the near side of the dashboard, so that it can be read from the outside of the vehicle</li><li>• Regular access to vehicle is required to warrant reasonable use. You may be asked to demonstrate that the vehicle needs to be in close proximity to the site because you</li></ul>

	<p>require regular access to it.</p> <ul style="list-style-type: none"> <li>• Dispensations can be used to park in limited waiting bays and on-street pay and display bays as well as in permit parking bays and on yellow lines outside the time of any loading restriction. <b><i>Any parking in pedestrian areas must be agreed in advance with the city council.</i></b></li> <li>• <b><i>Dispensations cannot be used</i></b> in housing car parks, in a disabled parking bay, loading bay, bus stop, marked police bay, taxi rank, on yellow lines with a loading ban in operation (single or double kerb flashes), or in an off-street car park.</li> <li>• These dispensations are valid for one vehicle for a one day only (this means the dispensations may be used from midnight to midnight ; not a rolling 24 hour period). If you have more than one vehicle in use more than one dispensation will be needed. There are a limited number of exemptions which remove the requirement to obtain a dispensation.</li> <li>• Parked vehicles must not cause an obstruction.</li> <li>• Vehicles displaying dispensations must be moved if a police officer, civil enforcement officer or Norwich City Council officer requests it.</li> <li>• A dispensation does not guarantee a space to park.</li> <li>• The city council reserves the right not to honour any fraudulently used voucher.</li> <li>• The Dispensation is only valid for use before the expiry date printed on the voucher.</li> </ul> <p>The use of these vouchers is monitored. Where evidence is found that they is being used wrongly the voucher holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no satisfactory response is received.</p>
Refunds and exchanges	<p>Dispensation Vouchers are non-refundable and are subject to an expiry date which is printed on the ticket. Please ensure that you only purchase sufficient for your reasonably immediate needs</p>

## Use of the Clock

### Conditions of use of the Clock

- The clock is for use by and on behalf of a permit holder only
- It must be displayed with a valid parking permit, issued for use with the clock in the windscreen, or side window, and must be visible, together with the permit at all times
- When in use, must be set to the time of arrival (the nearest next 15 minutes).

The use of a permit will be invalid if:

- A false time of arrival is displayed on the clock
- The clock is not displayed with the associated permit
- The time on the clock is reset after parking
- The vehicle is returned to the parking bay within two hours of departure
- The time limit of the permit is exceeded (*this is normally two hours*)